



# Easy Ordering with GSA Global Supply™ for DoD

**Presenter:** 

**Hal Kandes** 

FAS, GSA Global Supply<sup>TM</sup>



#### **Training Agenda**

- GSA Overview
- GSA and the National Supply System
- The GSA Global Supply™ Program
  - Product Availability
  - Supply Transformation
  - Order Placement & Special Order Program
  - GSA Retail Stores
  - Customer Service



#### **General Services Administration**

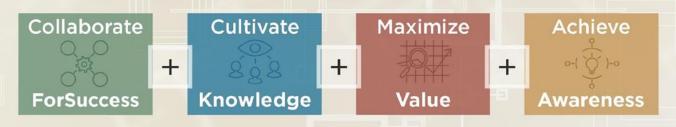
- Creation: Established by President Truman on July 1, 1949, to streamline the administrative work of the federal government. GSA consolidated the National Archives and multiple supply and facility functions.
- Original Mission: To dispose of war surplus goods, manage and store government records, manage emergency preparedness, and stockpile strategic supplies for wartime.
- An Evolving Mission: Through its two largest offices the <u>Public Buildings Service</u> and the <u>Federal Acquisition Service</u> and various staff offices, GSA provides workspace to more than 1 million federal civilian workers, oversees more than 480 historic buildings, and facilitates the purchase of goods and services from quality commercial vendors.



## GSA - Federal Acquisition Service (FAS) – Procuring Products and Services for the Government

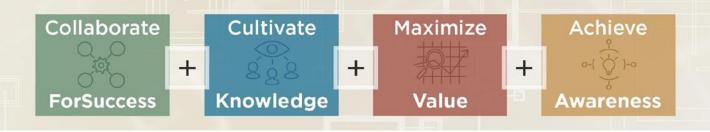
- The <u>Federal Acquisition Service</u> was established to provide an economical and efficient system for the procurement, supply, and eventual disposal of property. Intent was to eliminate duplication and maximize the government's leverage.
- On July 1, 1952, the Defense Cataloging and Standardization Act was approved, establishing a single catalog system leading to the National Supply System. Section 11 includes:

"The Administrator of General Services and the Secretary of Defense shall coordinate the cataloging and standardization activities of the General Services Administration and the Department of Defense so as to avoid unnecessary duplication."



# GSA -- FAS --- GSA Global Supply™ Working in partnership with DOD to furnish supplies

- In 1971, GSA and DoD entered into an agreement to eliminate avoidable overlap between their respective supply systems. This agreement divided the management of consumable items between GSA and the Defense Supply Agency (DSA, now Defense Logistics Agency). It assigned to GSA those Federal Supply Classes (FSCs), or commodities commonly used by federal agencies, which are commercially available and not predominantly of a military nature.
- **GSA Global Supply™** is a part of the Federal Acquisition Service and is the Government to Government Supply source for commodities that GSA is assigned under the 1971 Agreement. GSA Global Supply™ is now a strategic partner with DoD on full-service supply solutions in CONUS and OCONUS environments.



### GSA Global Supply™ – A Government to Government Wholesale Supply Source

#### FAR 8.002 Priorities for use of Government supply sources.

- (a) Except as required by 8.003, or as otherwise provided by law, agencies shall satisfy requirements for supplies and services from or through the sources and publications listed below in descending order of priority
  - i. Agency inventories
  - ii. Excess from other agencies
  - iii. Federal Prison Industries, Inc. (UNICOR)
  - iv. Supplies which are on the Procurement List maintained by the Committee for Purchase from People who are Blind or Severely Disabled
  - v. Wholesale supply sources, such as stock programs of the GSA (GSA Global Supply™), DLA or VA



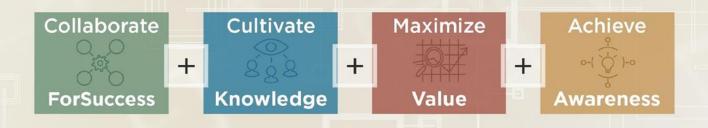
### GSA Global Supply™ – A Government to Government Wholesale Supply Source

- GSA Global Supply<sup>™</sup> has already procured the most in-demand products on the government's behalf, meaning that your order is a simple requisition between agencies.
- Requisitions satisfy all Federal Acquisition Regulation (FAR)
  requirements, including trade agreement policies,
  socioeconomic goals, AbilityOne mandates, and executive
  orders.
- Place a requisition via DoD Activity Address Code, Civilian Activity Address Code, and/or Government Purchase Card.
- GSA is integrated with Department of Defense (DoD) financial systems.



### GSA Global Supply™ – Integrated into the National Supply System

- GSA-managed National Stock Numbers are available directly through DoD, service-specific internal supply systems for requisitioning.
  - SARSS (Army)
  - SBSS (Air Force)
  - Navy-ERP (Evolving Transition)
  - GCSS (Marine Corps)
- As requisitions are placed via internal supply systems for GSA managed items, orders route through DLA Transaction Services and to GSA for fulfillment
- Status updates on your requisition route back through to internal supply systems.
- GSA transactions conform to specified format and performance criteria (i.e., packing, marking).
- Military regulations cite GSA policy & procedures as a part of DOD logistics guidance.



#### **GSA Global Supply™ - Support to DoD & More**

- FY2016 Business Volume: \$526M
  - Department of Defense (90%)
  - Federal civilian agencies (10%)
- Your Supply / Logistics Partner
  - Mission support to the Warfighter
  - Disaster Relief / Emergency Response
  - Supply Chain Solutions
- Worldwide Reach
  - GSA Retail Stores CONUS and OCONUS



GSA Global Supply™

## PRODUCT AVAILABILITY



- Management of Consumable items within the National Supply System are split between DLA and GSA
  - GSA manages ~ 50,000 National Stock Numbers
  - DLA manages ~ 3.9 Million National Stock Numbers
- National Stock Numbers
  - FSCs assigned to GSA include:
    - Tools and Hardware
    - Shipping and Packaging Supplies
    - Office Products
    - Housewares, Food Service, Cleaning
  - To learn more about the NSN creation process, visit this <u>website</u>, and click on Cataloging. The Supply Support Request (SSR) process is contained in DOD 4140.26-M (vol. 6).

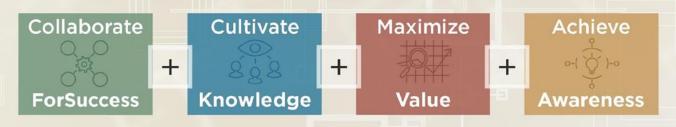


#### Part Numbers

- Close to 400,000 in Office Supplies, Tools and Hardware and more
- Expanded product offering to provide easy access to commercially available items

#### Special Order Program

- Provides the ability to requisition a product not available in the GSA Global Supply™ offering
  - Limited to products and ancillary services for commodity classes that GSA Global Supply<sup>™</sup> manages
  - MILSTRIP and MIPR accepted
  - GSA Global Supply<sup>™</sup> handles all acquisition, administration, logistics and payment issues for the customer



#### AbilityOne Products

- GSA is a partner in supporting the National Industries for the Blind (NIB) and SourceAmerica - Creating Employment Opportunities for People with Significant Disabilities.
- All mandatory procurement list items are available in GSA Global Supply™ product offering.
  - ~ 3,000 AbilityOne items available
- No "essentially the same" commercial items

#### "Green" Product Offering

- GSA is committed to "greening" its product line by continuously increasing access to sustainable product offerings.
- Approximately 3,000 National Stock Number (NSNs) with green attributes, plus more part numbered items
- Partner with DoD to meet service-specific environmental goals



#### Strategic Sourcing Initiative

- FSSI Multiple BPAs and IDIQ contracts to leverage savings
  - o Cross-agency strategic sourcing initiative helps the government leverage data, dollars and good business sense in meeting acquisition goals.
- GSA Global Supply™ is leveraging strategic sourcing vehicles to drive down pricing and delivery timeframes on NSNs
  - o Office Supplies FY2016
  - o Janitorial/Sanitation (JanSan) Q1 FY2017
  - o Maintenance, Repair and Operations (MRO) Q1 FY2017



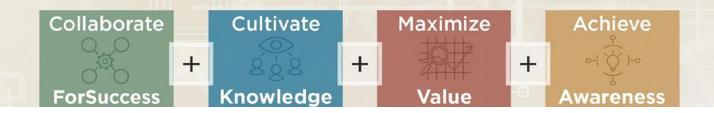
### Office Supplies from GSA Global Supply<sup>TM</sup>

- ➤ Use of Strategic Sourcing via FSSI to source Office Supply NSNs went live in October 2015
- ➤ Results in standardized delivery timeframes (CONUS and OCONUS), lower pricing, and improved order tracking
- ➤ Customers order as they have, via MILSTRIP, online via GSA Advantage!® or GSA Global Supply<sup>™</sup> sites, or phone/fax
- >~ 1,000 NSNs are shipped by FSSI vendor partners, with additional part numbers available too
- ➤ Visit gsa.gov/globalsupply for updates and training opportunities



GSA Global Supply<sup>TM</sup>

## **SUPPLY TRANSFORMATION**



# What is **Supply Transformation?**

GSA is transforming its wholesale and retail supply programs to offer customers lower prices and faster delivery, worldwide. This modernization process includes our acquisition, distribution, information technology and customer service functions.

#### BENEFITS





# **Elements of Supply Transformation - Wholesale**

- Transitioned to commercial partners for storage and shipping (2014)
- Debuted FSSI for Office Supplies (FY 16)
- FY 17 expansion to MRO and JanSan products
- Standardizes language on marking, labels, delivery times and electronic interaction with GSA for greater visibility
- Goals: faster delivery and lower customer cost



# **Elements of Supply Transformation - IT Enhancements**

- Order Management Service (OMS) is an IBM, cloudbased system
  - Incremental releases planned
- OMS replaces key functions of certain legacy systems and facilitates the shift to vendor partner delivery
  - All purchase orders issued for GGS products will flow through OMS
  - Goals: modernize IT, increase visibility to GSA users and customers, lower IT costs



# What Changes for GSA Global Supply™ Customers

- Likely faster delivery as new contract vehicles standardize requirements across large segments of the product line
- Lower cost as we leverage strategic sourcing and market pressure to get competitive prices
- Simplified data collection and enhanced transparency to better manage spending and measure savings



# What Does Not Change for GSA Global Supply™ Customers

- Simple requisitions for GSA items no need to comparison shop or document 3 sources
- Ordering options: online, phone, fax, FEDSTRIP/MILSTRIP
- Customer service (800) 488-3111 for any issue
- Special Order support for large, complex items



GSA Global Supply<sup>TM</sup>

## **ORDER PLACEMENT**



### GSA Global Supply™ – Placing an Order via DoDAAC

- Place orders via DoDAAC using the following ordering options:
   MILSTRIP, Web, Phone, and Fax
- Integration with your Agency's financial systems
- Inter-fund billing via DoDAAC/AAC/UIC/RUC
  - Billing cycle 1<sup>st</sup> and 15<sup>th</sup> of each month
  - Tens of thousands of DoDAAC transactions processed per month
- Need to apply for a DoDAAC? Visit the GSA Global Supply™ website or email Order Management to ask questions.



# GSA Global Supply™ – Placing an Order via Government Purchase Card

- Place orders via Government Purchase Card using the following ordering options: <u>Web</u>, <u>Phone</u>, and <u>Fax</u>
- Government to Government Bill
  - Billing is from "GSA," not multiple vendors
- Pre authorization credit card purchasing
  - Process ~ tens of thousands credit card billings monthly
- Consolidated and line-item billing options
- One central point in GSA for all shipping, billing questions –
   National Customer Service Center (NCSC)



#### GSA Global Supply™ – Placing an Order

- MILSTRIP
  - Internal Supply System
  - Manual Transmission via DD1348-6
- Web:
  - GSA Global Supply™
  - GSA Advantage!®
  - https://dod.emall.dla.mil

Phone: 800-525-8027

DSN: 465-1416

Fax: 800-856-7057



#### **GSA Global Supply™ – Ordering Methods**

#### **MILSTRIP**

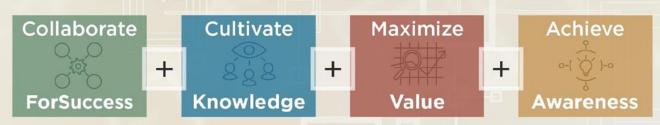
- Requisition NSN or part-numbered items
- System to System Ordering Routes through DLA Transaction Services
- Manual Entry (DD1348-6) by Email / Fax via DoDAAC
  - Useful for requisitions that require exception data, such as orders for part-numbered items
    - Office Products: (212) 264-6829
    - Cleaning, Safety, General Products: (817) 574-2551
    - Tools, Hardware: (816) 926-7971
- GSA Global Supply<sup>™</sup> or GSA Advantage!<sup>®</sup> websites via DoDAAC utilizing an electronic version of a DD1348-6

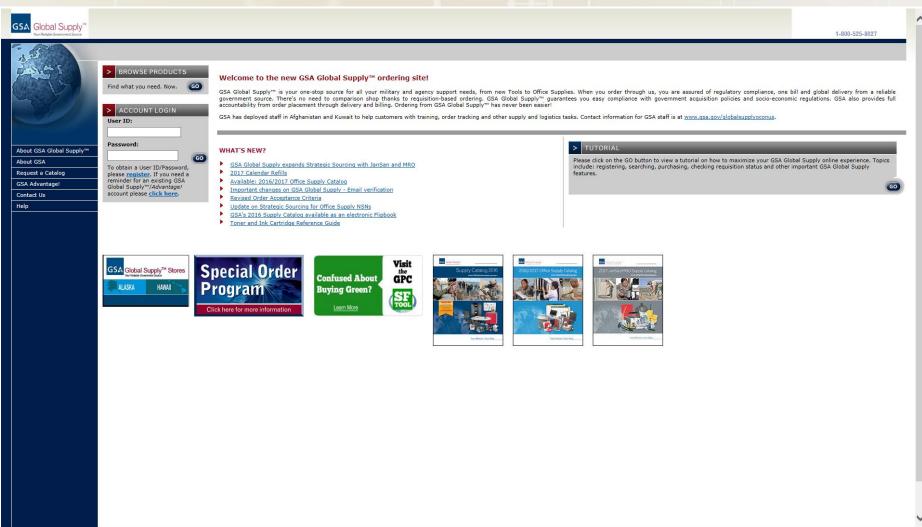


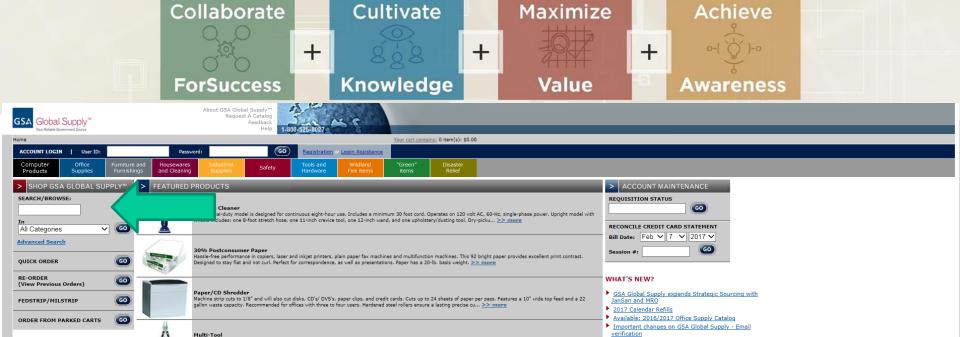
#### **GSA Global Supply™ – Ordering Methods**

#### **Website Ordering**

- GSA Global Supply<sup>™</sup> Ordering site
  - http://www.gsaglobalsupply.gsa.gov
  - Research and order thousands of GSA Global Supply™ items
  - Order via DoDAAC / AAC and Government Purchase Card
  - One site to access <u>all</u> requisition-based items from GSA Global Supply™
  - Site does not contain acquisition-based items from GSA Multiple Award Schedule vendors
  - User-friendly tools that allow you to check requisition status, and reconcile against your Government Purchase Card











Multi-Tool





This multi tool is designed for the user who needs extreme wire cutting ability and quick access to the components. The tool has a stainless steel plier head and stainless steel

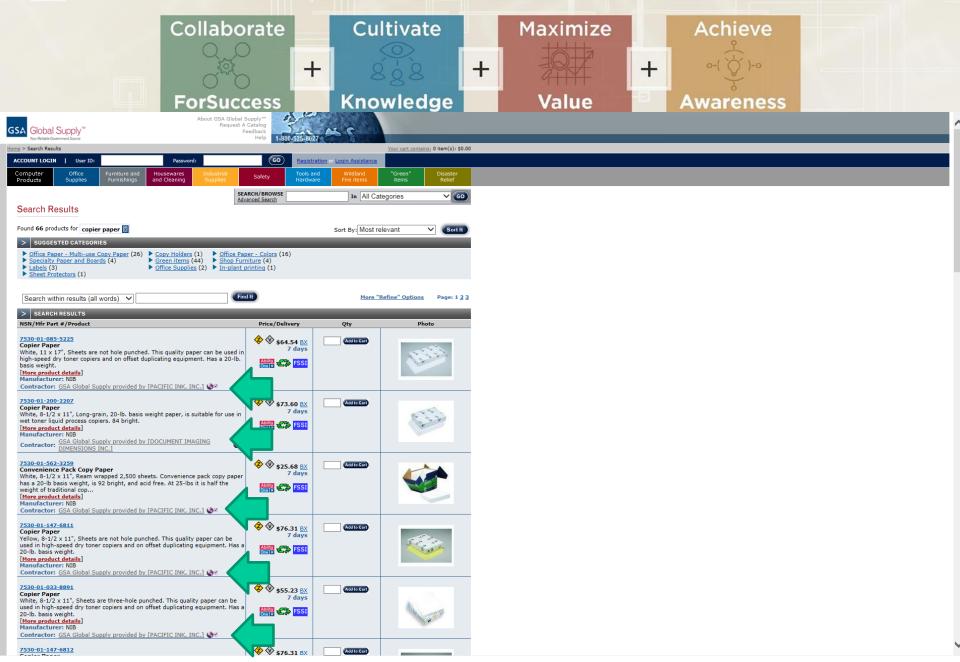
components other than the saw blade. The pliers are spring loaded with the jaws containing replaceable and indexable tu... >> more





Revised Order Acceptance Criteria

▶ Update on Strategic Sourcing for Office Supply NSNs ► GSA's 2016 Supply Catalog available as an electronic ► Toner and Ink Cartridge Reference Guide





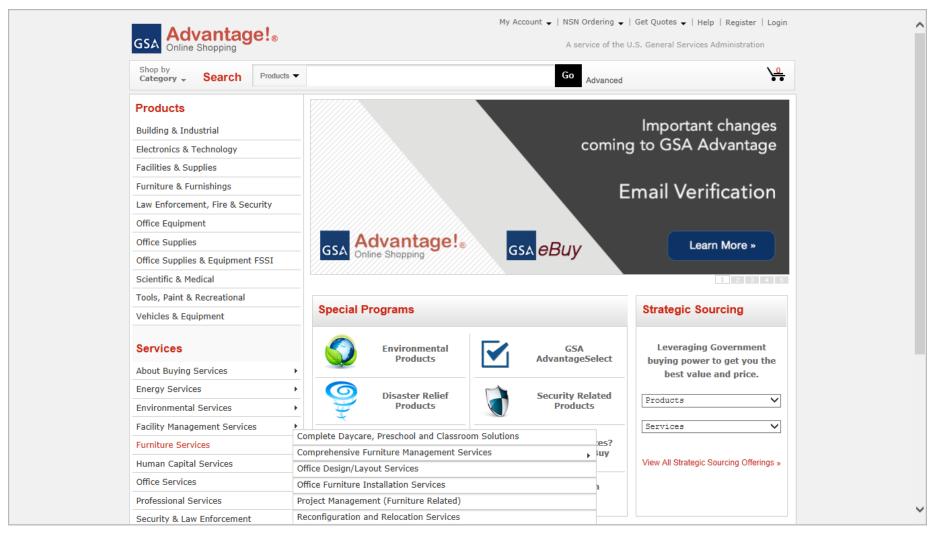
### **GSA Global Supply™ – Ordering Methods**

#### **Website Ordering**

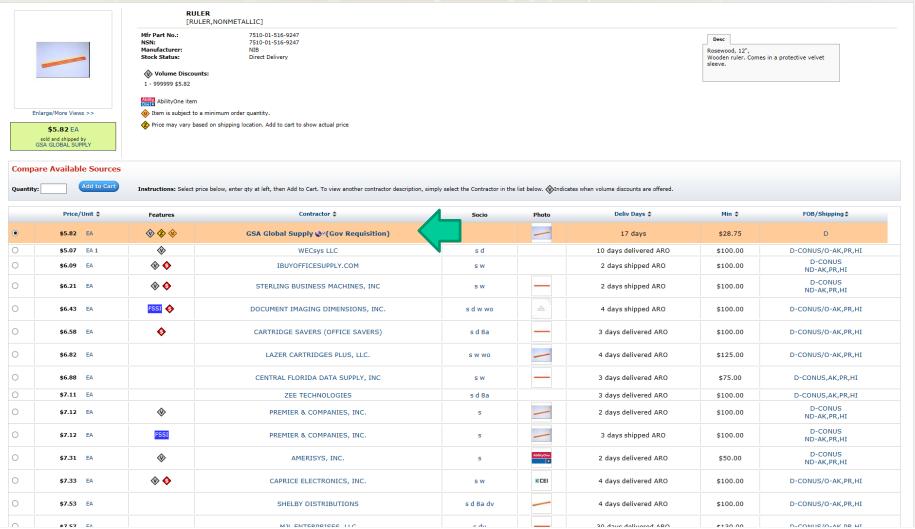
- GSA Advantage!<sup>®</sup>
  - <a href="http://www.gsaadvantage.gov">http://www.gsaadvantage.gov</a>
  - Research and order all GSA Global Supply™ items
  - Order via DoDAAC / AAC and Government Purchase Card
  - Site contains all requisition-based GSA Global Supply™ items and acquisition-based items available from GSA Multiple Award Schedule vendors



## GSA Advantage!® Home Page





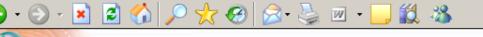




### **GSA Global Supply™ – Ordering Methods**

#### **Website Ordering**

- DOD EMall
  - https://dod.emall.dla.mil
  - Research and order GSA Global Supply™ NSNs
  - Order via DoDAAC only, unable to use Government Purchase Card
  - To view GSA Global Supply<sup>™</sup> items
    - After login, select "Catalog Search"
    - Change "corridor" to GSA Global Supply™









Search History:



#### 1st Choice Support for the Warfighter (Federal Buyers Welcome Too!)

Carts In Checkout Orders Admin Reports

| Catalog Search | Power Search | Product Comparisons | Specialty Stores | Competitive Pricing

» Home » Shop » Search

Region/Special Codes: Country: UNITED STATES Postal Code: 55123 DoDAAC: 4751MF

Cart Summary: Line Count: 0 Sum Total: \$0.00

You are logged in as: JBARNICLE



#### DOD EMALL

#### Welcome to the DOD EMALL Search Page

Search by keyword or part number. You can also browse by category or narrow your search according to particular attributes, e.a. price or supplier.

#### NSN Warning:

If you absolutely must have an NSN item, you should order an NSN item. When you order a manufacturer's part number, you are getting the manufacturer's commercial part which may or may not meet all of the technical requirements for the corresponding NSN.



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### **GSA Global Supply™ – Ordering Methods**

#### **Call Center**

- 800-525-8027, Option 1
- DSN 465-1416
- 7:30 a.m. to 8:00 p.m. Eastern
   Time
- Friendly, professional service





## **GSA Global Supply™ – Ordering Methods**

#### **Fax**

- 800-856-7057
- 24 hours, 7 days a week
- Fax-back confirmation with order number





#### GSA Global Supply™ - Special Order Program

- Fee-for-service <u>assisted</u> acquisition
- Provides the ability to requisition a product not available in the GSA Global Supply™ offering
  - Limited to products and ancillary services for commodity classes that GSA Global Supply<sup>™</sup> manages
- GSA provides complete acquisition, administration, logistics and payment support on all Non-Stock, No Contract items
- Available to global DoD customer base
- MIPR and MILSTRIP Acceptance
- Simple to Complex requirements
- One entry point for your requirements
  - Special Order Desk Email: SpecialOrderProgram@gsa.gov



## **GSA Retail Stores**



#### **GSA Retail Stores**

United States	Asia	Africa
Joint Base Pearl Harbor-Hickam, HI	Osan AB, Korea	Djibouti
Joint Base Elmendorf-Richardson, AK	Kunsan AB, Korea	
USMC Camp Lejeune, NC	Kadena AB, Japan	
Naval Air Depot, Jacksonville, FL	Misawa AB, Japan	
USMC 29 Palms, CA	Yokota AB, Japan	
USMC Albany, GA	Camp Zama, Japan	
USMC Barstow, CA	Camp Butler, Japan	
USMC Quantico, VA	MCAS Iwakuni, Japan	
Fort Carson, CO	Guam (Air Force & Navy)	
USCG, Curtis Bay, MD		
More stores under development		



#### **Key Elements of GSA Retail Store Concept**

- ➤ Supply chain integration of both the customer-facing and back-end processes
- Customized inventory by location. Mission critical items can be onsite location with non-essential items in a web environment.
- Vendors managed by GSA: Tools / Hardware, Office Supplies, Automotive, IT Products, Facilities Maintenance, Safety, Cleaning and Janitorial
- > GSA oversight of the payment process (e.g. order status, purchase order, billing data, vendor /agency payments)
- Management reports for spend analysis
- > USMC: Flagship customer, but many others across military services



GSA Global Supply<sup>TM</sup>

## **CUSTOMER SERVICE**



### **GSA Global Supply™ – Customer Service**

- Our National Customer Service Center is available at 800-488-3111 from Sunday at 9 p.m. ET until Friday at 9:30 p.m. ET or via email at NCSCcustomer.service@gsa.gov.
- The full-service NCSC provides assistance and information to help make your requisitions simple and efficient. Check on current pricing, order status, billing information, tracking of shipments and more.



#### **GSA Global Supply™ – Customer Service**

GSA Staff in forward deployed environments to support your needs:

- Europe/Africa/Middle East (3)
- Japan & Okinawa (1 each)
- Korea
- Guam
- Kuwait

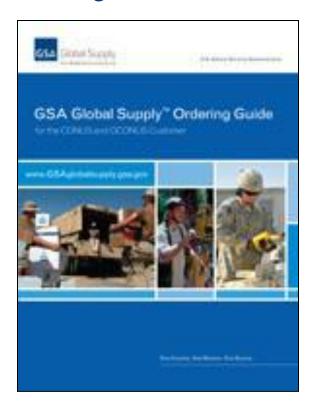
For the most up-to-date contact details:

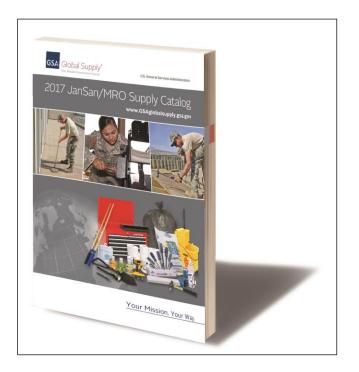
http://www.gsa.gov/globalsupplyoconus



#### **GSA Global Supply**<sup>TM</sup> - **Publications**

Visit www.gsa.gov/cmls to download or request FREE product brochures and reference guides.







#### **GSA Global Supply<sup>TM</sup> - Additional Updates**

- For the latest updates on GSA Global Supply<sup>™</sup>, visit www.gsa.gov/globalsupply.
  - Upcoming Training Sessions
  - Latest Publications
  - Ordering Guide
- A NEW GSA Interact site launched in Oct 2015 to continue the discussion with GSA Global Supply™ customers (www.interact.gsa.gov)
  - An interactive forum to share transformation updates, and provide your input on the ongoing transformation efforts